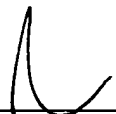


U.S. Provisional Patent Application No. 60/475,546, entitled "Self-Service Customer Management Application", by Kosmiskas et al., filed June 3, 2003 and U.S. Provisional Patent Application No. 60/485,876, entitled "Self-Management Customer License Management Application", by Garibay et al., filed July 9, 2003.

Respectfully submitted,

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